Our Toronto

VOL. 2 **ISSUE 2** FALL 2009

Building a great city – together

311

Your City services hotline

24 hours a day, 7 days a week

Need to report a missed garbage pick-up or a pothole on a city street? How do you find out which community centre is nearest to your home?

GETTING information or requesting service from City Hall is now a whole lot easier following the launch of 311 Toronto. One easy number provides residents and businesses with access to non-emergency City services, programs and information 24 hours a day, seven days a week.

A customer service representative will answer calls and resolve the majority of inquiries within one call. Access to 311 customer service is provided in more than 180 languages via telephone interpretation service; TTY service for the hearing impaired is also provided. Callers from outside the city can reach 311 by dialing 416-392-CITY (2489).

Toronto's 311 program provides several ways to access City services and programs and is part of a larger customer service transformation unfolding at the City of Toronto. Currently, residents can access 311 by phone, e-mail or mail. In the coming months, the 311 service will expand on the web and allow residents to make many service requests and track the status of their requests online.

311 Toronto will use state-of-the-art technology to track service requests. Where applicable, callers making a service request will be given a tracking number that they can use to monitor the progress of their request through to completion. The list of trackable services will continue to grow as the 311 operation expands.

toronto.ca/311

TORONTO

The official publication of the City of Toronto

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Our Toronto

Building a great city – together

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Vous trouverez ce journal en français au site web ci-dessous. (French)

在以下所示網站上有該報紙的中文版本。 (Chinese)

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Este jornal está disponível em português no sítio Web abaixo indicado. (Portuguese)

Makikita ang Tagalog na edisyon ng pahayagang ito sa website sa ibaba. (Tagalog)

یہ اخبار نیچے دی گئی ویب سائٹ پر اُردو زبان میں دستیاب ہے۔ (Urdu)

Данная газета на русском языке имеется на нижеуказанном веб-сайте. (Russian)

این نشریه به آدرس انترنتی ذیل به زبان فارسی قابل دسترسی میباشد. (Farsi)

이 신문은 아래의 웹 티에서 한국어로 보실 수 있습니다. (Korean)

toronto.ca/ourtoronto

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311

Because we care
The printing of *Our Toronto* meets the highest environmental standards. The paper contains 100% recycled fibre and is printed using vegetable inks. Printing is done by a print shop that conforms to Forest Stewardship Council (FSC) requirements.

FSC Recycled

Toronto's first Ombudsman here to help

Do you have an unresolved issue with a City service? Has your complaint to the City gone unanswered?

IF so, the Office of the Ombudsman for the City of Toronto, which opened April 6, 2009, may be able to help.

The Ombudsman, established by the Ontario Legislature through the City of Toronto Act, resolves the public's complaints about City services. The office is a place of last resort once you have gone through the regular channels and remain dissatisfied with the handling of your complaint by a City division, agency, board or commission. The office is headed by the City of Toronto Ombudsman who is appointed by Toronto City Council and acts independently of the City's municipal service. Fiona Crean is the City of Toronto's first Ombudsman.

What do we do?

The Office of the Ombudsman most often engages in an informal resolution process aimed at resolving a complaint as quickly and effectively as possible. Sometimes we conduct investigations. Other times we engage in mediation. We use whatever tools are appropriate for getting to the bottom of the complaint. We also promote consultation with the civil service to prevent complaints from happening in the first place, as well as education and outreach to communities, City workers and City government.

"This office is neither an apologist for the City nor an advocate for complainants," says Ombudsman Crean. "We are advocates for fairness in administration."

We are an office of last resort, but if you are not sure where to start, call us and we'll help you figure it out. Our team is here to help. The office is impartial and the services are confidential and free.

How do I file a complaint?

- Visit our office at 112 Elizabeth St.
- Call us at 416-392-7062, or TTY 416-392-7100
- E-mail us at ombuds@toronto.ca
- Fax us at 416-392-7067
- File online at ombudstoronto.ca

We are committed to being accessible to you

Our website provides all the information you need, including our Service Standards and a Complaints Finder that lists all City services and the appropriate contact person should you have a complaint about a particular City service. Our website also has tips on how to file an effective complaint. Don't have a computer at home? All of Toronto's 99 public libraries offer the free use of computers and staff assistance to help you.

ombudstoronto.ca

Office of the OMBUDSMAN

We are advocates for fairness in administration

Message from Mayor David Miller

THIS is the first edition of Our Toronto since the end of the municipal workers' strike. As I said throughout the labour disruption, I believe the strike by CUPE Local 79 and TCEU Local 416 was unnecessary and a new collective agreement could have been reached at the bargaining table without a work stoppage.

However, I am pleased that both union locals agreed to a settlement that is fair to their membership and affordable for the City of Toronto. The new contract meets the City's bargaining goals by eliminating from the collective agreement the practice of banking sick days. We have done this through a combination of grandparenting and an optional buyout. It enables the effective and efficient delivery of the important public services Torontonians want and deserve.

Not surprisingly Torontonians coped remarkably well during the strike. I want to thank everyone for their patience during a very trying time and express my immense gratitude to the City management and non-union staff who kept Toronto moving while 30,000 people were off the job. Now that the strike is over, we can all get back to the work of building a great city.

During the strike, and since its resolution, City Council has continued to show leadership on the most important issue facing our future and the future of our planet: the environment. It's my view that all Torontonians are environmentalists and appreciate the incredible natural surroundings in which we live. At this time of economic uncertainty, environmental issues become all the more important. If we face the challenge correctly, we will improve our quality of life and guarantee our economic future through the creation of permanent, sustainable jobs like those in the manufacturing sector in Thunder Bay and across southwestern Ontario.

These green jobs are needed to build the new fleet of 204 Bombardier Flexity light rail vehicles that are at the heart of our ambitious Transit City light rail transit network. It was one of my proudest moments as Mayor when, on June 26, council voted overwhelmingly to contribute $834 million toward the purchase of these new, state-of-the-art streetcars. By doing so, we secured Toronto's transit future for a generation and helped create long-term sustainable employment that benefits everyone, while safeguarding the environment. Estimates have shown that our Transit City plan will create tens of thousands of direct and indirect jobs.

Back in May, I stood with Premier Dalton McGuinty as the provincial government announced $7.2 billion in funding for our bold transit initiative. I later stood with Premier McGuinty and Prime Minster Stephen Harper as the province and the federal government together announced another $1 billion for our plan to bring rapid transit to every neighbourhood in this city. It will begin unfolding this year in Scarborough with the start of construction on the Sheppard LRT and it will forever change the way people move around our city. Rapid transit provides people with a viable option to driving. It addresses gridlock, reduces greenhouse gas emissions and local pollution. And, again, it creates jobs.

City Council is also making investments to ensure our roads are in a state of good repair and safe for all who use them. But we must understand that transportation is about more than just roads; it's about moving people. In addition to our public transit initiatives, we are improving pedestrian environments and increasing the number of cycling lanes to help reduce traffic congestion and improve the quality of the air we breathe.

On Sept. 11, 2009, we received a much welcome and needed $200 million grant from the Federal Government's Infrastructure Stimulus Fund that will be combined with City contributions of $400 million to create thousands of jobs as well as build and upgrade critical infrastructure. Everything from potholes to police stations and bridges to bus garages will benefit from this investment. Together, we will be creating nearly 7,000 jobs.

Council hasn't stopped there. We're leading North America with our new green roofs bylaw – an initiative designed to help lower building temperatures on the hottest summer days. This will lessen the need for air conditioning and reduce the use of coal-fueled power plants that drive those energy-sapping appliances. We are also making important investments to transform City Hall and Exhibition Place into showcases of energy sustainability.

I'm proud of Toronto's leadership on environmental issues. Our vanguard position was recognized when mayors from cities around the world chose me to chair the C40 group of cities – an organization that works in partnership with the Clinton Climate Initiative to address climate change and create employment through innovative projects in municipalities around the world.

Toronto has long been a leader on these issues and today we are starting to see that a green city means a city that creates prosperity, opportunity and liveability for all. That's the kind of Toronto I want to live in. And I know that's the kind of Toronto we all wish to leave for future generations.

toronto.ca/mayor_miller

City Manager: 'Toronto got the agreement it needed'

Labour Relations

THE recent municipal workers' strike was difficult for our residents, businesses, union and non-union and management staff. Residents and businesses responded by showing patience and civic pride, and the City's management and non-union staff kept many critical services operating during the strike. All of these efforts were greatly appreciated.

Now that the City and its unionized employees have reached an agreement, it is important that we focus on moving forward together. Regular City services have resumed and I know all staff in the Toronto Public Service are glad to be back working for Torontonians and continuing to show the world that Toronto is a great place to live, work and visit.

Equally as important is that the public understands the facts behind the new agreements reached with the unionized employees who were on strike.

Torontonians could not afford the costs associated with giving the unions everything they requested to avoid or immediately end the strike. The need to reach settlements that were fair to workers but also affordable to our residents and businesses was the City's overall bargaining objective. The City achieved this objective.

Negotiating new contracts during a strike is no easy task. We knew that an ongoing strike increased the possibility of the provincial government legislating the unions back to work and appointing a single arbitrator to impose the terms of a new contract. This likely would have meant that the City would not have achieved the bargaining objective of controlling the costs of the sick leave plan. Through determined negotiations, the City's bargaining teams, under the direction of Toronto's Employee and Labour Relations Committee, achieved a settlement that was fair to workers and affordable to the City.

The unions had sought wage increases in excess of 3%, 3% and 3% over three years. City bargaining teams successfully negotiated modest pay increases of 1.75%, 2% and 2.25% over the same period. These increases are in-step with the City's financial realities and the global recession.

With respect to sick leave, the unions initially refused to accept changes to a sick leave plan that had been in place for 50 years. Current staff who have a sick leave plan – about 17,000 out of 30,000 City employees – may choose to take a partial payout or bank their days until they retire. New hires will have a short-term disability plan that will not allow accumulation and cash out of sick days. Either way, the new plan saves the City money during a time of significant financial pressure. As current employees retire or take the payout option and move to the new short-term disability plan, the City's sick leave liability costs will go down significantly over the next five years. Current employees have until November 18 to indicate if they wish to stay in the old plan or move to the new one. There will be no ongoing partial cash-out option. Mississauga and Etobicoke took this approach when they phased out their sick leave plans and it makes sense for Toronto to do the same.

The strike was a difficult time for everyone. However, I want residents and businesses to know that the savings achieved in the new agreements will help us continue to offer the high quality services Torontonians depend on every day.

Joe Pennachetti, *City Manager*
City of Toronto

Mr. Pennachetti is the City's top civil servant and leads the Toronto Public Service in providing Toronto residents and businesses with the high quality municipal services they count on every day.

toronto.ca

Toronto City Update focuses on the latest services, innovations and accomplishments at the City of Toronto – Canada's largest city and sixth largest government. This e-newsletter is for interested members of the public. **toronto.ca/city-update** (to read or to subscribe)

Get informed, get inspired, get involved

The City of Toronto invites you to learn how the City works and how you can make a difference.

THE City is committed to creating opportunities for the public to play a role in:

- shaping a vision for the future
- planning change in their neighbourhoods
- providing information about the issues being debated by City Council, and
- serving on the City's agencies, boards and commissions.

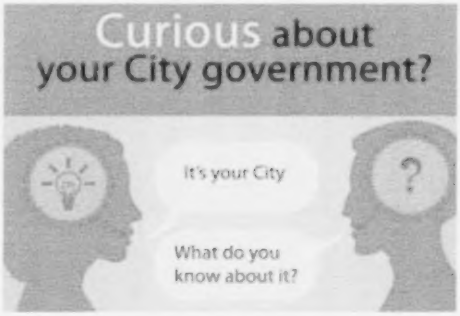
Visit toronto.ca/civic-engagement to download resources (including a series of short easy-to-read guides) get information about civic engagement and find out about City consultations.

How does the City work? How are decisions made? What is my role?

You can learn more about your City government through the first Toronto Civics 101 program. Follow along online and in just six sessions you can find out how decisions are made, what's behind the numbers and news, who-does-what, and take a peek into the City's future.

Topics include:

- Local planning
- City governance and decision-making
- Elections
- Municipal finances



Presentations, handouts, photos and videos will be posted after each session. To find out more, visit toronto.ca/civic-engagement/civics101.

Curious?

416-392-8592 or call 311
TTY: 416-338-0889
E-mail: engagement@toronto.ca

toronto.ca/civic-engagement or call 311

Enjoy the autumn leaves by visiting a park or trail this season

AUTUMN is the perfect time of year to visit one of Toronto's parks or trails to take in the fall colours. The cooler weather also means that going for a hike or bicycle ride is much more comfortable than during the warmer summer months.

Leaves on deciduous trees (trees that shed their leaves each fall, such as maples and oaks) change colour due to the shorter days and cooler temperatures. With less exposure to sunlight, leaves stop producing chlorophyll (which makes the leaves green) and each leaf's "true colours" come out. Each tree species tends toward a particular colour: for example, birch turns yellow, red maple turns scarlet and oak turns brown or red.

High Park (1873 Bloor St. W.) is a wonderful subway-accessible destination for viewing fall colours and enjoying a hike along an extensive network of trails. The park boasts views of Lake Ontario and Grenadier Pond and hosts a vast Carolinian forest, mature oaks and glorious flower beds, and a wonderful variety of butterflies and migratory birds.

Edwards Gardens (777 Lawrence Ave. E.) is also a recommended starting point for an autumn walk. Hikers and cyclists can travel the shared-use Don Valley Trail, travelling south through Sunnybrook Park, Wilket Creek Park and Serena Gundy Park. With a good assortment of plants and deciduous trees, the forested banks of the Don River offer breathtaking views.

In the eastern part of the city, Bluffer's Park (Brimley Road at the lakefront) is another favourite spot. The park offers nature trails along the foot of the Scarborough Bluffs on the shore of Lake Ontario. In addition to enjoying a healthy population of birds and butterflies, visitors can take in the dramatic autumn sky and watch choppy waves whipped up by windy weather.

Autumn hikers should keep in mind that even though the weather may be cooler, it's still important to carry water and wear a hat and sunscreen for sun protection. Sturdy walking or hiking shoes are important because trails can be muddy and slippery this time of year due to rain and fallen leaves. Wear light layers of clothing and take along a light, waterproof shell.

toronto.ca/parks/maps.htm

Report measures Toronto's performance

EACH year the City of Toronto prepares a formal Performance Measurement and Benchmarking Report, which it uses to measure its service delivery performance internally over time and externally with other municipalities. The report demonstrates accountability and transparency for how municipal tax dollars are used in the delivery of municipal services. It provides the City with a better understanding of the state of its service delivery operations and identifies areas in which the City performs well or can improve.

The Performance Measurement and Benchmarking Report presents service/activity level indicators and performance measurement results in 23 service areas. It documents up to eight years of Toronto's historical data to examine long-term internal trends and compares the City's yearly results to those of 14 other municipalities participating in the Ontario Municipal Chief Administrative Officers' Benchmarking Initiative (OMBI). This initiative is a voluntary collaboration led by the city managers and chief administrative officers from participating municipalities that compares and shares information in the pursuit of service improvement.

Did you know? Less than six per cent of all forms of taxes paid to all levels of government by an average family go to the City of Toronto to provide municipal services.

The City's 2007 Performance Measurement and Benchmarking Report, reviewed by City Council in April 2009, shows that Toronto posted the best performance results among the participating municipalities in a number of service areas, including:

- highest quality of paved roads
- highest solid waste diversion rate for houses
- shortest EMS response time
- highest rates of library and transit use by residents
- lowest social housing administration costs, and
- lowest rate of governance and corporate management costs as a percentage of total operating expenditures.

The report also identifies a number of areas in which Toronto does not perform as well. The City has reviewed these areas and identified the reasons for the results. In some cases, certain uncontrollable factors unique to Toronto such as urban form and population density can significantly influence results. As outlined in the report, the City continues to undertake numerous initiatives to further improve the efficiency and effectiveness of its service delivery operations.

toronto.ca/city_performance

Reduce unnecessary idling to breathe easier

AVOID letting your vehicle idle unnecessarily – it's a simple but effective step toward achieving cleaner air.

Idling vehicles release harmful contaminants which recent studies have shown to be major contributors to deteriorating air quality in our city. By turning off your vehicle's engine, you can do your part to help keep our air clean.

Reduced idling saves money, too. Ten seconds of idling uses more fuel than re-starting your engine. A vehicle left idling for ten minutes a day every day burns more than 100 litres of extra fuel in a year. Improving air quality and saving money – that's a combination you just can't beat!

The City of Toronto has a bylaw aimed at reducing unnecessary idling. It limits idling to no more than three minutes in a 60-minute period. The bylaw does allow for idling during extreme outdoor temperatures to ensure a vehicle is adequately heated or cooled inside.

Restricting idling is part of the City of Toronto's overall action plan to reduce emissions that contribute to climate change and poor air quality. The City also encourages residents to consider alternative methods of transportation such as walking, cycling and public transit. The City's Climate Change, Clean Air and Sustainable Energy Action Plan is available at toronto.ca/environment.

toronto.ca/transportation/roads
or call 311

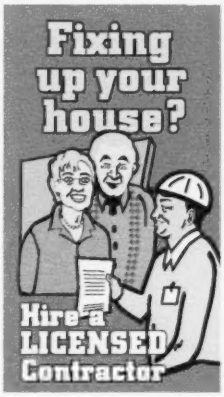
Doing renovation work to your home?

Is your contractor licensed by the City of Toronto?

BE sure to enter into a written contract with a licensed building contractor who has a valid City of Toronto licence. To find out, ask the contractor for his/her City of Toronto licence number. Verify this information with Licensing Services by calling 416-392-6700 before agreeing to any work.

Subcontractors working for a general contractor must also have a licence. The following building contractors must be licensed to operate in the City of Toronto:

- Building renovators such as roofers, carpenters, bricklayers, concrete workers, waterproofers
- Drain contractors
- Plumbing contractors
- Heating contractors
- Insulation installers



Follow these tips before starting a building renovation:

- Check with Toronto Building to see if a construction permit is required for the proposed renovation.
- Get at least three quotations from licensed contractors.
- Get references from other customers.
- Enter into a written contract.
- The contract must include the name of the company, business address, phone number, a completion date, and a Toronto licence number.
- Ensure that all work to be done (including site cleanup) is clearly stated in the contract.
- Ensure that the full price of the job is stated in the contract.
- Agree with your contractor on a payment schedule, subject to the provisions of the Construction Lien Act, and include the schedule in the contract.

There are individuals who prey on the unsuspecting public and recommend doing building renovation work that is not needed. Do not sign anything, or allow anyone to do work, without consulting someone who is knowledgeable and trustworthy.

If you need to file a complaint, call 416-392-3082 or e-mail City of Toronto Investigation Services at taxiline@toronto.ca.

toronto.ca/licensing

Road construction means improvements for our roads

THE City of Toronto is spending more than $240 million in 2009 to improve the quality of the city's roads and bridges and move forward on other transportation programs that support transit initiatives, cycling infrastructure and pedestrian environments.

In addition, the City has recently received financial support through the federal government's Infrastructure Stimulus Fund that will allow the City to perform an additional 95 kilometres of road resurfacing and road construction work.

New major road work planned for the city includes Lawrence Ave. in the east, Yonge St. in the central area, Allen Rd. in the north and Belfield Rd. in the west. In addition, about $70 million will be spent on other road work in conjunction with watermain and sewer replacement and initiatives to beautify public spaces.

City staff also repair potholes formed during the winter months. Since January of this year, City staff have repaired approximately 183,000 potholes. This work has cost the City about $3.35 million.

Mayor David Miller has called Toronto's transportation network "a critical component of our community," adding, "We are investing in our infrastructure assets to ensure they remain in good repair and safe for all road users."

Mayor Miller also cited the construction work as another example of the City's efforts to create jobs in difficult times and help improve the city's overall economic well-being.

"It is important to remember that transportation is more than just roads," said Mayor Miller. "We are also improving pedestrian environments, committed to completing the Toronto Bike Plan and enhancing public transit opportunities. In this way, we are taking important steps to reduce the number of vehicles on our roads, which in turn will help in the effort to reduce harmful emissions that lead to climate change."

toronto.ca/transportation/roads or call 311

To address the problem of potholes, a large number of City Transportation Services work crews get assigned to the job of fixing them and other similar road defects. If you see a pothole on a city street, call 311.

Go out and explore Toronto's parks and trails

WITH more than 200 kilometres of recreational trails and an additional 8,200 km of sidewalks, Toronto has one of the most diverse trail systems in the world.

The new Exploring Toronto's Parks and Trails map not only helps beginners become active, but also challenges individuals who are looking to enhance their health and increase their overall physical activity.

The Exploring Toronto's Parks and Trails map includes updated trails and pathways, shows clear connections between existing routes, and offers suggestions for alternate routes between trails. As well, there is information about sun safety and about how to protect the trails and natural areas from damage.

A directory inside the map lists walking associations, trail clubs and naturalist groups across Toronto as well as information needed to inquire about sports permits, donations for tree planting and park trail repair. Contact and location information for more than 30 of Toronto's most popular destinations is provided on the map.

Maps are now available at City Hall and East York, Etobicoke, North York and Scarborough civic centres, or call 416-392-1111 (ext. 5). A downloadable version of the map is available online.

toronto.ca/parks/maps.htm
or call 311

Toronto to receive $200 million from federal government to renew infrastructure

THE City of Toronto and the Government of Canada recently announced funding for more than 500 infrastructure projects that will begin construction across the City as soon as possible, including upgrades to roads, water and sewage infrastructure, public transit, municipal buildings, community centres, and cultural facilities.

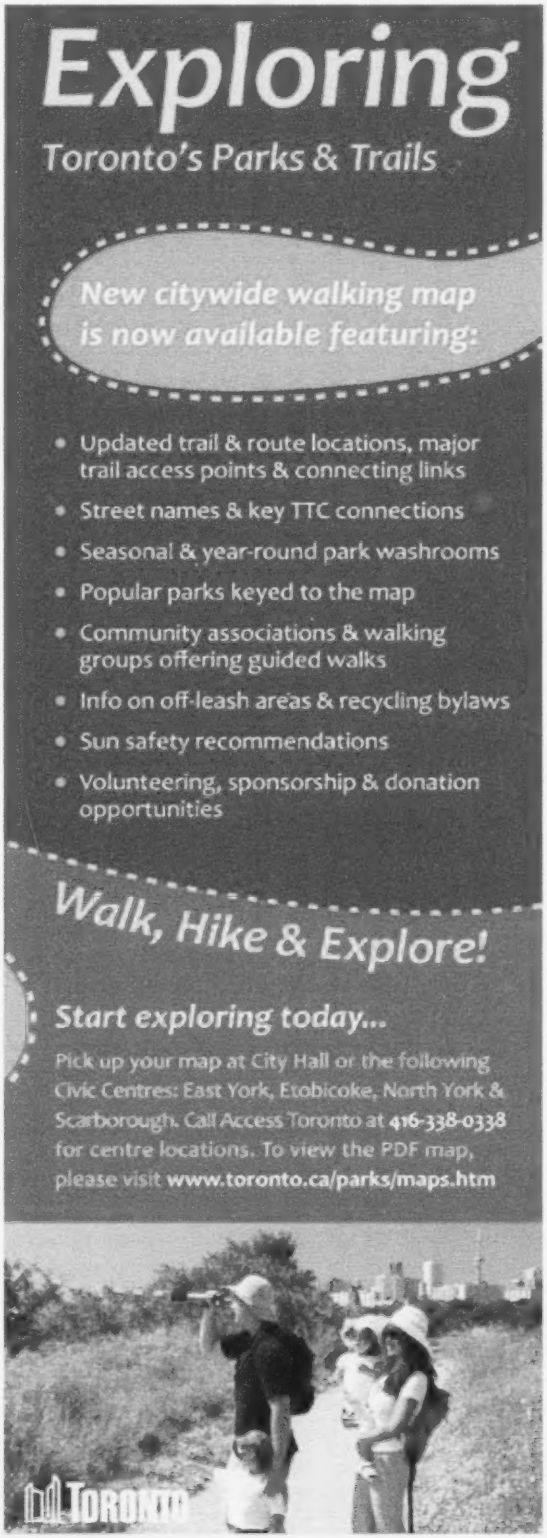
More than half a billion dollars will be invested, with the federal government contributing about $200 million through the federal Infrastructure Stimulus Fund, and the City providing the remaining two-thirds of the cost.

The projects have already been approved by City Council in the capital budget. "By accelerating the City's capital program over the next two years, we are creating jobs at a time when they are needed the most," said Mayor David Miller.

Under this agreement Torontonians will see:

- The resurfacing and reconstruction of 100 km of local roads
- Replacement of 8,500 metres of sanitary and storm sewers, 38,000 metres of watermains and 12,000 lead pipes
- Upgrades to municipal buildings including police stations, EMS stations and community centres
- Enhancements to parks and trails

CANADA'S ECONOMIC ACTION PLAN / PLAN D'ACTION ÉCONOMIQUE DU CANADA


Exploring
Toronto's Parks & Trails
New citywide walking map is now available featuring:
• Updated trail & route locations, major trail access points & connecting links
• Street names & key TTC connections
• Seasonal & year-round park washrooms
• Popular parks keyed to the map
• Community associations & walking groups offering guided walks
• Info on off-leash areas & recycling bylaws
• Sun safety recommendations
• Volunteering, sponsorship & donation opportunities
Walk, Hike & Explore!
Start exploring today...
Pick up your map at City Hall or the following Civic Centres: East York, Etobicoke, North York & Scarborough. Call Access Toronto at 416-338-0338 for centre locations. To view the PDF map, please visit www.toronto.ca/parks/maps.htm
TORONTO

City youth learn free digital arts and technology skills at new media centre

THE newly renovated and expanded Kennedy/Eglinton Branch of Toronto Public Library, which opened on June 25, represents a unique and exciting partnership that has offered the community unprecedented involvement in configuring its new public library space.

Within the branch is the highly-touted East Eglinton ProTech Media Centre, which is devoted to making technology available to neighbourhood youth. Launched on August 10, the centre was developed with extensive input from community youth through an innovative partnership between Toronto Public Library, the City of Toronto, Microsoft Canada, Renewed Computer Technology, Centennial College and Tropicana Community Services.

The East Eglinton ProTech Media Centre engages youth through a media arts program while encouraging them to further develop their skills through access to education and technology. The centre combines state-of-the-art technology with a curriculum that increases digital literacy and helps youth obtain the technical and software skills required to compete in today's job market.

Toronto Public Library continues to focus on the development of safe, welcoming and dynamic public spaces for gathering, learning and exchanging ideas. This focus includes a commitment to building and strengthening youth-focused community resources in priority neighbourhoods across the city. Housing the new East Eglinton ProTech Media Centre at the Kennedy/Eglinton Branch was an obvious and natural partnership.

"We were so pleased that the local youth wanted the library to be the location for the East Eglinton ProTech Media Centre," says City Librarian Jane Pyper. "This really speaks to the library's role as a dynamic community destination that engages youth in meaningful ways, encourages them to develop their skills and interests, and provides them with opportunities to advance their education and explore their creativity."

The spacious youth area of the newly renovated Kennedy/Eglinton library branch provides ample study areas and a welcoming meeting space for teens. The new ProTech Media Centre is housed in the branch.

Microsoft Canada's gift of $1 million in cash and technology will make possible three ProTech Media Centres in Toronto – the East Eglinton location and future centres to be built in the city's Malvern and Mount Dennis communities.

As part of its commitment to support and develop infrastructure and services in Toronto's 13 priority neighbourhoods, the City contributed $850,000 to the East Eglinton ProTech Media Centre through the Partnership Opportunities Legacy Fund. Tropicana Community Services will be responsible for the day-to-day centre operations, and Centennial College is helping to develop the centre's programs and providing volunteers to mentor youth and coordinate new media workshops. Renewed Computer Technology provided refurbished computers for the centre.

Rexdale ProTech Media Centre which opened in 2007 in Jamestown was the first of its kind and has been an overwhelming success, with 1,069 enthusiastic young registered users taking full advantage of the centre's resources. East Eglinton youth are equally excited about this new resource in their community. Speaking at the opening event in August, ProTech Youth Advisory Group member Jason Sinclair challenged other young members of his community to make the most of this opportunity: "This is a grand opening to really make some change in our community. This kind of thing doesn't often happen [here] … If Toronto is an audience, then the ProTech Media Centre is the microphone to speak. Let's have our voices be heard."

torontopubliclibrary.ca

Your new bathroom could be polluting our lake

SOME Toronto homeowners have two water pipes running from their home to the street. One is a sanitary sewage pipe that carries contaminated water from toilets, washing machines, sinks and bathtubs to a treatment plant for treatment. The other is a stormwater pipe that directs rainwater, melted snow and discharges into local rivers, streams or Lake Ontario.

When a sanitary plumbing fixture is mistakenly connected to a storm drain, waste is sent directly into local waterways. An incorrect connection to a storm drain creates a cross connection. Cross connections are responsible for polluting our rivers and the lake with raw sewage, which contributes to summer beach postings due to elevated E.coli (bacteria) levels.

We are working diligently to locate cross connections within the city. If you are illegally connected to the storm sewer system, a bylaw officer will visit your home and you will not be able to use that plumbing fixture until the problem is corrected.

To avoid creating a cross connection:

- Contact Toronto Building customer service to view drain plans of your home or property before beginning your renovation.
- Get a City building permit – it's required by law, and the small upfront fee can save you thousands of dollars.
- Consider hiring a licensed plumber to make sure that you are properly connected to the sewer system.

For more information, contact a Toronto Building customer service counter:

Toronto and East York: 416-392-7539
Etobicoke and York: 416-394-8002
North York: 416-395-7000
Scarborough: 416-396-7526

toronto.ca/water/cross.htm
or call 311

Toronto: then and now

Bloor Street West, looking east near Royal York Road

BLOOR Street was only two lanes wide with sparse development in 1957. That same area today is a well-established and vibrant neighbourhood with a variety of interesting store fronts.

toronto.ca/archives

City of Toronto Archives, Fonds 1257, s1057, it0005

GreenSceneZ TORONTO

YOUTH VIDEO CHALLENGE

Calling all youth!

Are you passionate about the environment? Do you want to make a difference? Enter the GreenSceneZ Toronto Youth Video Challenge. Send us your idea for a 30-second video about what it means to live green. You could win the chance to turn your message into a video with the help of professional filmmakers at Planet in Focus. Winning videos will premiere at the Green Toronto Awards. Students in grades 7 through 12 are eligible. Entries must be received by December 18.

livegreentoronto.ca or call 311

Live green and register for your membership card today!

Shop green. When you shop at participating businesses, you support those who have committed to green their operations, products and services, and support our local communities.

Save green. Use your Live Green Toronto membership card for exclusive offers and/or instant savings at participating Live Green Toronto businesses.

Live green. Where you spend your money and what you spend it on is a big part of living green.

To join the growing number of smart shoppers and local businesses participating in the Live Green Toronto membership card program, visit **livegreentoronto.ca**

The Live Green Toronto membership card is one more way that Live Green Toronto inspires and supports residents and businesses who want to do something right now to make Toronto an even greener city.

Favourite City Feature, Favourite City Service

Do you have a favourite spot in Toronto? What's special about it?

My favourite place is Kensington Market because it has a good group of people … lots of different people from all around Toronto and there's lots of good shopping and restaurants around there. Everything is there but in a nice little community.

Is there a City service that is special to you?

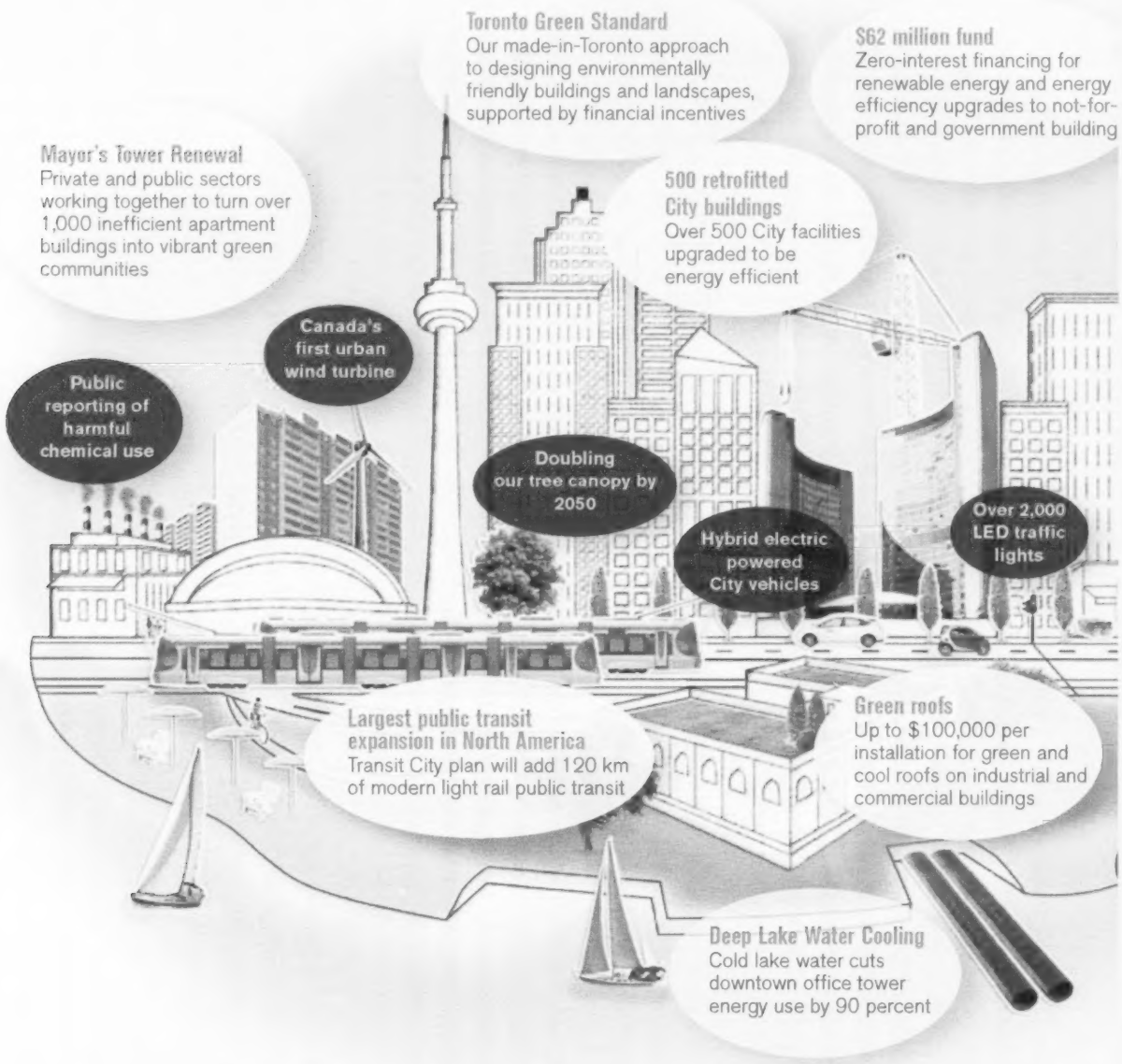
The TTC is good because you can go anywhere in the city and it's super cheap. It's a better way than driving around and messing up the environment. Basically, it's good all the time.

Kim Hamilton, East York

Do you have a favourite place in the city? Is there one service that you really like? Write us at ourtoronto@toronto.ca

Big goals, bold measures to pro

Strong commitment, innovative programs, and over $8 billion in investments are getting results and transforming Toronto into one of the greenest cities in the world. Our goal: **reduce greenhouse gas emissions by 80 percent by 2050.**


Toronto Green Standard
Our made-in-Toronto approach to designing environmentally friendly buildings and landscapes, supported by financial incentives
$62 million fund
Zero-interest financing for renewable energy and energy efficiency upgrades to not-for-profit and government building
Mayor's Tower Renewal
Private and public sectors working together to turn over 1,000 inefficient apartment buildings into vibrant green communities
500 retrofitted City buildings
Over 500 City facilities upgraded to be energy efficient
Canada's first urban wind turbine
Public reporting of harmful chemical use
Doubling our tree canopy by 2050
Hybrid electric powered City vehicles
Over 2,000 LED traffic lights
Largest public transit expansion in North America
Transit City plan will add 120 km of modern light rail public transit
Green roofs
Up to $100,000 per installation for green and cool roofs on industrial and commercial buildings
Deep Lake Water Cooling
Cold lake water cuts downtown office tower energy use by 90 percent

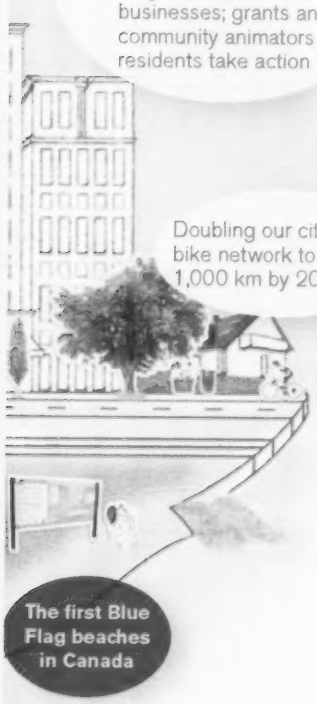
For more information on the City's environmental initiatives, visit www.toronto

tect our climate

Green facts about Toronto

- More solid waste diverted from landfill than any major city in North America, including over 200,000 tonnes of compost a year.
- With 464 million rides a year, Toronto's transit system is the third largest in North America, after New York and Mexico City.
- Toronto's deep-lake water cooling system is the largest in the world, cooling downtown office towers and reducing energy consumption by 90 percent.
- The first municipality in Canada to require more than 5,000 businesses of all sizes to publicly report their use of harmful chemicals.
- Seven of Toronto's beaches are Blue Flag certified—the first in Canada to achieve the international standard for water quality.
- A renewable energy leader with the first urban wind turbine in Canada and a 100 kilowatt solar PV system, one of the largest in the country.
- The Toronto Atmospheric Fund, established in 1991, has funded over 300 leading-edge projects to reduce emissions and improve air quality.
- Local food procurement policy is the first for a major urban centre in Canada.
- Torontonians are innovators. Each year, the Green Toronto Awards recognize individuals, non-profits, and businesses.
- Toronto has received five Sustainable Community Awards from The Federation of Canadian Municipalities (2001 – 2008) and numerous public sector quality awards.

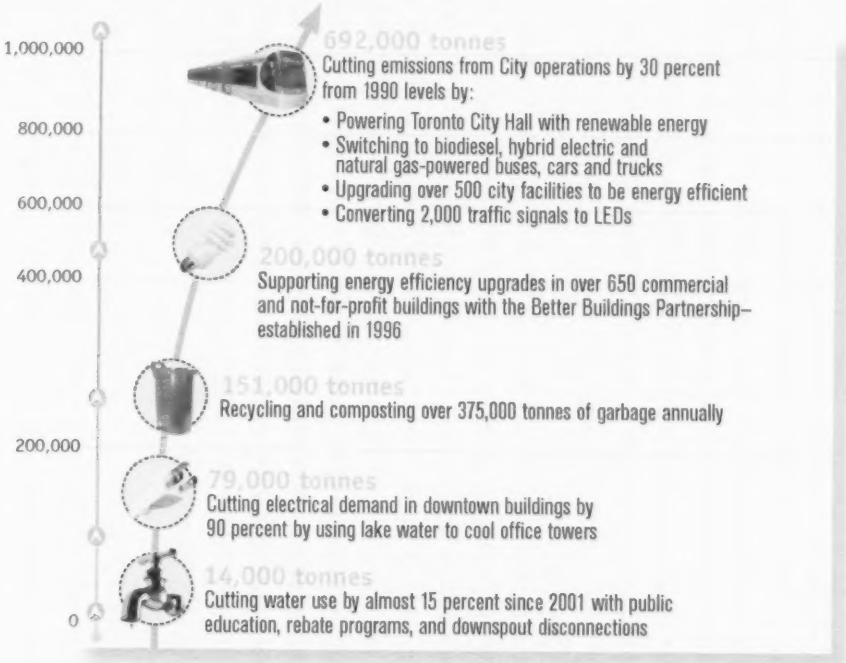
Live Green Toronto
Investing $20 million to green Toronto's homes, neighbourhoods and businesses; grants and community animators help residents take action



Doubling our city-wide bike network to 1,000 km by 2012

The first Blue Flag beaches in Canada

Cutting greenhouse gas emissions by over 1 million tonnes a year


1,000,000
800,000
600,000
400,000
200,000
0
692,000 tonnes
Cutting emissions from City operations by 30 percent from 1990 levels by:
• Powering Toronto City Hall with renewable energy
• Switching to biodiesel, hybrid electric and natural gas-powered buses, cars and trucks
• Upgrading over 500 city facilities to be energy efficient
• Converting 2,000 traffic signals to LEDs
200,000 tonnes
Supporting energy efficiency upgrades in over 650 commercial and not-for-profit buildings with the Better Buildings Partnership–established in 1996
151,000 tonnes
Recycling and composting over 375,000 tonnes of garbage annually
79,000 tonnes
Cutting electrical demand in downtown buildings by 90 percent by using lake water to cool office towers
14,000 tonnes
Cutting water use by almost 15 percent since 2001 with public education, rebate programs, and downspout disconnections

›.ca/environment.

Tips for using your blue bin and garbage bin

BLUE bins and garbage bins are two of the tools the City is using to achieve its goal of 70 per cent waste diversion from landfill. The City delivered approximately one million blue bins and garbage bins to Toronto residences in 2008.

Below are some friendly tips to help facilitate a smoother automated pick-up and keep our streets free of blowing litter and recyclables.

Blue bin

- Make sure all recycling is contained in the bin with the lid closed.
- If overflow is a problem, exchange your blue bin for a larger size or order an extra bin at no cost.

Garbage bin

- Make sure all garbage is contained in the bin with the lid closed.
- Place any overflow or extra garbage in a garbage bag tagged with a City-issued yellow garbage tag – tags cost $3.10 each and may be purchased in packages of five for $15.50 at Toronto Canadian Tire stores.
- Oversized items such as car seats, furniture, lamps, mattresses and box springs can be left next to the garbage bin for free regular pick-up without garbage tags or special arrangements.
- Recycle metal items such as appliances, barbecues, bed frames, bicycles and hot water heaters by calling 311 to arrange for metal curbside collection.

Home Hardware stores in Toronto, as well as City container pick-up sites (see your Collection Calendar for site locations) continue to sell green bins and kitchen containers.

TTY: 416-338-0889

toronto.ca/recycle
or call 311

Collection Calendar correction:
The curbside electronic equipment recycling program referenced on page 2 (August 2009) of your new collection calendar has been postponed.

Handgun ban update

73,056 people across Canada have signed the on-line petition to ban handguns as of September 21.

toronto.ca/handgunban

Toronto launches HEAT – a way to insulate your home and your wallet!

THE City of Toronto has launched Home Energy Assistance Toronto (HEAT), a new program offering cash incentives to residents who retrofit their homes with more energy efficient insulation.

Open to owners of low-rise residential properties such as single family, semi-detached and townhouse homes, HEAT is designed to help residents lower their monthly heating and cooling bills by decreasing their home's energy loss. Renovating will also help stimulate the economy and decrease the harmful greenhouse gas emissions responsible for global warming.

HEAT enables homeowners to access grants of up to $8,750 from all three levels of government. The amounts by insulation type include:

Ceiling:
- Up to $200 from the City of Toronto
- Up to $1,500 in federal and provincial grants

Walls:
- Up to $500 from the City of Toronto
- Up to $3,750 in federal and provincial grants

Foundation:
- Up to $300 from the City of Toronto
- Up to $2,500 in federal and provincial grants

To qualify for HEAT, homeowners must follow the steps outlined by the Government of Canada EcoENERGY program. The first and most important step involves hiring a qualified advisor to conduct a home energy assessment (both pre- and post-renovation). For more information, visit ecoaction.gc.ca/homes.

livegreentoronto.ca

2009 Community Environment Days: reuse, recycle and safely dispose!

DO your part to create a cleaner, greener and more liveable Toronto. Bring unwanted, used and unused household items to any Community Environment Day event. Event dates and locations are provided below along with a detailed list of things you can take to and get from the event.

DATE	COUNCILLOR	LOCATION	LOCATION DETAILS
Saturday, Oct. 17	Fletcher	Riverdale Park	Broadview Ave (north of Gerrard St. E.)
Saturday, Oct. 17	Giambrone	Dufferin Mall	900 Dufferin St. (south of Bloor St. W.)
Saturday, Oct. 24	Cho	Malvern Community Recreation Centre	30 Sewells Rd. (east of Neilson Rd., north of Sheppard Ave. E.)
Saturday, Oct. 24	Vaughan	Central Technical School	725 Bathurst St. (entrance at Harbord St. and Borden St.)

Saturday events are from 10 a.m. to 2 p.m.

New this fall! **Drop off your old two-stroke mower, leaf blower, trimmer or chainsaw for responsible dismantling and recycling. While supplies last, receive a $10 Home Depot gift card and enter to win new electric lawn care equipment from Recharge Mower or Black and Decker.**

Pick up for FREE:

- Green bin and kitchen container (with proof of new residency in the last 90 days or in exchange for a damaged box)
- Leaf compost
- Rain gauges

Drop off for recycling or proper disposal:

- Cell phones, computers, monitors, printers, fax machines and small televisions
- Household hazardous waste (cleaning supplies and solvents, motor oil, paint, batteries, old/unused medication, mercury thermometers/thermostats, pesticides, fluorescent and compact fluorescent bulbs, etc.)
- Inkjet and laser cartridges
- Used tires (off the rim, limit of five)
- Two-stroke engines (e.g., gas powered lawnmowers, trimmers, chain saws, leaf blowers)

** Note: Plastic shopping bags, polystyrene foam and empty paint cans are now accepted in your blue bin.*

Donate items to the public school board for reuse:

- Art supplies (e.g. pencils, markers, crayons)
- Buttons, keys, collectors' coins/stamps
- Clipboards, CDs and cases, children's books, corks and cork boards
- Costume jewellery, broken/old watches
- Dress-up clothing (e.g. costumes, prom dresses, uniforms)
- Fabric pieces, yarn

Donate items to Goodwill for reuse:

(please keep separate from public school board items)

- Sporting goods (e.g. skates, hockey helmets and jerseys)
- Books
- Medical equipment in good condition (e.g. eyeglasses, wheelchairs and walking aids, hearing aids)
- Non-perishable foods
- Small household items (e.g. dishes, ornaments)
- Textiles in good condition (e.g. clothing, linens)

Purchase:

- Backyard composter ($15)
- Green bin ($18)
- Kitchen container ($5)
- Indoor water efficiency kit ($10)
- Rain barrel ($85)

Please do not bring construction waste, gasoline, garbage, wood, cassette and video tapes, commercial/industrial hazardous waste or scrap metal.

toronto.ca/environment_days
or call 311

H1N1 influenza virus

Toronto prepares for fall and winter flu season

TORONTO Public Health (TPH) continues to respond to the H1N1 influenza virus by working with provincial and federal health authorities, local health care providers and community partners such as school boards in preparation for the fall and winter flu seasons.

H1N1 is a respiratory virus that causes symptoms similar to those of regular seasonal flu. These include: fever, chills, cough, sore throat, headache, muscle aches, fatigue, and possibly nausea, vomiting or diarrhea. The vast majority of people who become ill with H1N1 flu recover without medical treatment, but young children, pregnant women, the elderly and those with chronic health conditions are at higher risk of serious illness.

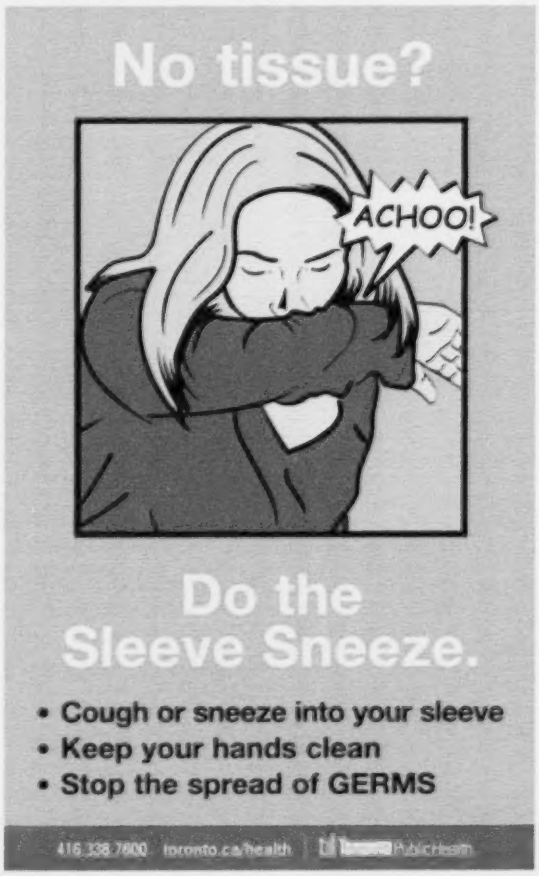
"Everyone in the community can help stop the spread of the flu by taking basic precautions," said Dr. Barbara Yaffe, Director of Communicable Disease Control at TPH. "We are promoting the regular flu shot this year but we are also working with the Ontario health ministry to be prepared to deliver H1N1 vaccine when it becomes available."

Both the regular flu and H1N1 are transmitted from person to person through coughs and sneezes. The best ways to reduce the risk of getting the virus include:

- Frequent and thorough hand washing with soap and hot water, or use of an alcohol-based hand sanitizer
- Sneezing or coughing into the arm or sleeve, when a tissue is not available
- People who are ill stay at home, with the support of family, friends and employers
- Not sharing items like cups and utensils that can pass the virus between people

TPH will continue to provide up-to-date information on the H1N1 situation. Everyone is encouraged to stay informed and promote healthy practices in the community.

toronto.ca/health


No tissue?
ACHOO!
Do the Sleeve Sneeze.
• Cough or sneeze into your sleeve
• Keep your hands clean
• Stop the spread of GERMS
416 338 7600 toronto.ca/health Toronto Public Health

Living green for a greener Toronto

Parks, Forestry and Recreation is doing our part. We're taking action to reduce our impact on the environment. **In August 2009, the City discontinued the delivery of the *FUN Guide* to households.** You can help us go green by viewing the *FUN Guide* online at toronto.ca/torontofun

Copies of the guide are still available for pick up at City Hall, civic centres, recreation centres and branches of the Toronto Public Libraries. (while supplies last)

On our way to an even greener city

You don't have to be a superhero to have a super lawn

SINCE the Toronto Pesticide Bylaw was passed in 2004, residents have learned that you can grow a beautiful, healthy lawn without pesticides by practising natural lawn care. All Ontario residents will now be able to enjoy healthy, pesticide-free lawns as the province has also banned the cosmetic use of pesticides. This provincial ban replaces all municipal pesticide bylaws throughout the province.

If you have pesticides at home they may now be banned. Pesticides are considered household hazardous waste and must be disposed of safely. Never dispose of pesticides in drains or sewers. Banned pesticides can be disposed of at your local Community Environment Day (see page 15) or at one of the City's Household Hazardous Waste Depots (416-392-4330, or visit www.toronto.ca/hhw).

Tips to help you practise natural lawn care:

- Spread grass seed every spring or fall; choose a blend of seeds, including perennial ryegrass and fescue.
- Plant native and/or drought-resistant trees and plants.
- Spread organic material such as compost on your lawn each year.
- Spread mulch (leaves, bark chips) in garden beds and around trees to keep in water and control weeds.
- Apply natural fertilizer in late spring and fall; don't over-fertilize – follow label directions carefully.
- Use a lawn aerator to help soil breathe – you can rent or buy aerators at most garden centres or equipment rental locations.
- Leave grass clippings on your lawn – they help keep your lawn moist and provide nutrients.
- Raise your lawn mower to a height of 7.5 cm (three inches) – longer grass has deeper roots and crowds out weeds.
- Pull weeds by hand when the soil is wet; drop some grass seed into the hole to help stop weeds from coming back.

You can get more information about the Ontario Ban on the Cosmetic Use of Pesticides at www.ene.gov.on.ca/en/land/pesticides.

416-338-7600 or call 311

toronto.ca/pesticides

TORONTO toronto.ca/e-updates

E-updates / Twitter – Subscribe to e-updates to receive information about City of Toronto programs, services and initiatives. Current e-updates available for subscription include Celebrate Toronto!, City Update – the City of Toronto's e-newsletter, cycling information, emergency and major incident information, and news releases. Your e-mail address remains confidential and will not be used for other purposes. To subscribe, go to **toronto.ca/e-updates**. Check back for additional lists that will be added. You can also follow the City on Twitter at **twitter.com/TorontoComms.**

A helping hand for tenants on the brink

HUNDREDS of vulnerable Toronto tenants grappling with the impact of the recession could get help to keep their housing thanks to the new and enhanced housing assistance programs offered by the City of Toronto.

This spring, as part of a package of services offered to Torontonians who need some additional assistance during these uncertain economic times, the City of Toronto's Shelter, Support and Housing Administration launched several programs aimed at helping tenants avoid eviction, keep their current housing or move into more affordable accommodation. There's still an opportunity for qualified tenants who are not receiving social assistance to get the help they need.

Note to those at risk of losing their housing because of the recession: check to see if you qualify for City of Toronto housing assistance programs.

These programs include:

- Interest-free repayable loans for last month's rent deposit to assist households needing to move into more affordable housing. Homeowners facing foreclosure may also be eligible.
- A housing allowance for market rent tenants in social housing administered by the City of Toronto who may be facing eviction because of recession-related loss of income. This program allows people who qualify to remain in their homes by providing temporary rental assistance of up to $450 a month for up to 18 months.
- Increased flexibility on the repayment terms for Toronto Rent Bank loans to assist tenants to get through challenging financial circumstances without losing their housing.

These programs are operating in addition to the housing help and other tenant services already available through the Shelter, Support and Housing Administration Division. This is the City division that is responsible for administering the more than 90,000 units of social housing in Toronto, as well as coordinating services to help people end their homelessness, including funding and delivery of emergency shelter services and the Streets to Homes program.

- Details on housing assistance programs, including the rules around eligibility and how to apply for assistance: www.toronto.ca/torontohelps/new2009services.htm
- Rent Bank or last month's rent: 412-924-3862
- Housing allowance: 416-338-8342

toronto.ca/housing

Toronto Public Health helps parents weather the economic storm

CARRIE Samuels has worked with Toronto Public Health for more than 10 years providing essential support to new parents. Working in some of Toronto's priority neighbourhoods, Carrie knows that her clients often face many obstacles, including financial challenges that have worsened because of the current economy. During these challenging times, parents are often becoming more resilient and innovative to cope.

Carrie works as a family home visitor with the Healthy Babies Healthy Children program – a free, confidential and voluntary service for pregnant women and families with children up to age six. Toronto Public Health staff work as a team to identify and screen families who could benefit from additional support. The program provides individuals and families with information about pregnancy health, successful breastfeeding and infant feeding practices, tips for keeping babies safe and dealing with occasional feelings of sadness that can occur after the birth of a child, and help finding community resources.

Following an assessment by a public health nurse, family home visitors, like Carrie, visit with new parents to provide advice and support that helps them give their children the best start in life. She says the economy has encouraged many of her families to redefine community and draw on each other for strength, support and fun.

"Despite the problems and worries the families carry around with them every minute of the day, especially

Draft of new zoning bylaw available online

CURRENTLY, the City of Toronto has 43 different zoning bylaws inherited from the six pre-amalgamation municipalities. When stacked on top of each other the volumes containing the current zoning bylaws stand 1.2 metres high and weigh 34.5 kilograms. A draft new City-wide zoning bylaw is now available online.

The purpose of zoning bylaws is to regulate the use, size, height, density and location of buildings on properties. The City's 43 current zoning bylaws are similar in content but they differ in their methods of approach. The new draft zoning bylaw proposes a common terminology, structure and set of defined zoning terms applicable across the City.

It also proposes to maintain current development standards (height, density, setbacks and use). Adopting a City-wide bylaw will make the system easier for residents, customers and staff to use. For example, design professionals can become familiar with one bylaw and apply that knowledge across the entire city. The draft new zoning bylaw introduces regulations for hazardous substances, such as propane, to increase separation distances from residential uses.

Zoning affects every property in the city. Harmonizing the previous bylaws into one bylaw allows for a more efficient management of zoning-related matters and quicker responses to residents and City Council inquiries. The new zoning bylaw will also be accessible online, making it easy for anyone to search for zoning information about a property of interest.

In June, Open Houses were held in North York, Etobicoke, Scarborough Civic Centres, as well as in City Hall. The Open Houses provided an opportunity for residents to view material and maps that helps to explain the approach taken in creating the new zoning bylaw. The format of the Open Houses included demonstrations of the online version of the bylaw together with a presentation and a question and answer period. Three more Open Houses were held on September 9, 16 and 24, 2009 at City Hall, Scarborough and North York respectively.

Screenshot of interactive map that shows how the new zoning bylaw will apply in different areas.

A report summarizing the comments received during the consultation period will be submitted to the Planning and Growth Management committee on November 4, with the recommendations of the committee being sent to a City Council meeting scheduled for early 2010.

toronto.ca/zoning or call 311

new immigrants who have language and employment barriers, I have seen tremendous resiliency and strength," Carrie said. "They are learning how to survive in this economic climate. They have become closer to each other and their neighbours, sharing information and activities and ways to adapt to a new culture."

Toronto Public Health works in many ways to improve the overall health of Toronto residents and overcome health inequalities.

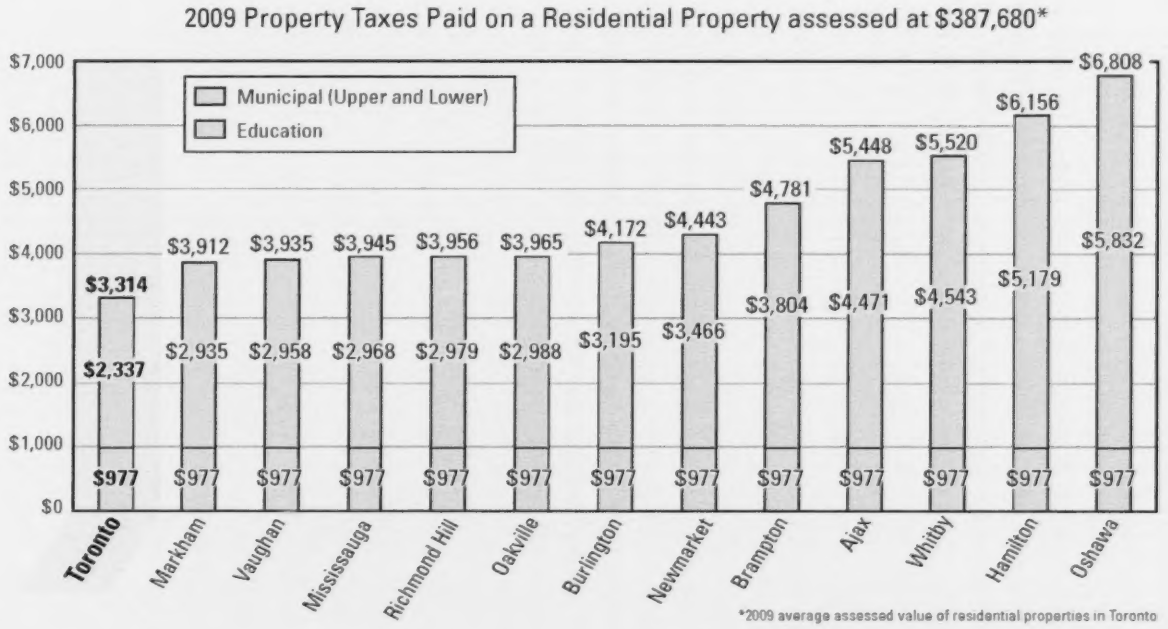
The City of Toronto offers several programs and services to help seniors, youth and people looking for work, particularly during this time of economic uncertainty.

416-338-7600
toronto.ca/torontohelps

toronto.ca/health

Toronto Public Health Home Care Worker Carrie Samuels provides information on normal child development.

Toronto residential property tax remains the lowest in the GTA



MAYOR'S COMMUNITY SAFETY AWARDS 09

Do you deserve recognition for your contribution to crime prevention and community safety in Toronto? Do you know someone who does?

Applications for the 2009 Mayor's Community Safety Awards are now available.

These awards were created to recognize the contributions of people and groups who work to make their community a safer place to live, play, learn and work.

The deadline for applications is October 23.

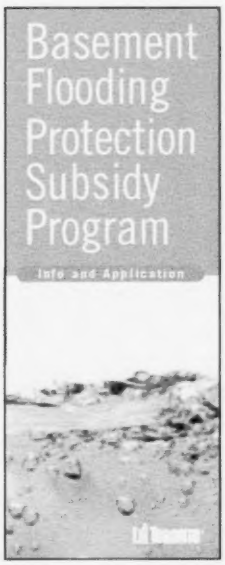
toronto.ca/safetyawards

THE TORONTO SONG CONTEST concluded August 21 with George Axon and Aidan Mason being awarded the $5,000 grand prize as the winning composers of Toronto's 175th anniversary song. Their song "Love to Live in Toronto" garnered more than 6,600 of the 20,771 votes cast online during the contest. The winning song was performed on the opening evening of the CNE and was clearly a crowd favourite that night. Listen to "Love to Live in Toronto" online on the City of Toronto website. toronto.ca/vote4songs

George Axon (far left) and Aidan Mason (far right), winners of the Toronto Song Contest.

Take steps to prevent basement flooding

THE City of Toronto is working to make improvements to its complex system of underground pipes, sewers and catchbasins, but these improvements alone cannot completely protect a home from basement flooding. With climate change causing severe storms to occur more frequently, homeowners must also take action to reduce their risk of basement flooding. The City offers programs that can help.



Through the Basement Flooding Protection Subsidy Program, owners of single-family, duplex or triplex residential homes can receive a financial subsidy of up to $3,200 per property for implementing flood protection measures such as back-water valves, sump pumps, pipe severance, capping of the home's storm sewer connection, and more.

Financial assistance is also available through the Drain Grant Program if the roots of a City-owned tree are blocking the sewer connection pipe between a home's exterior foundation wall and the property line.

Homeowners are also encouraged to undertake a few simple steps that can reduce the likelihood of basement flooding:

- Check for and fix leaks in walls, windows, floors and foundations.
- Disconnect roof downspouts to reduce the amount of stormwater sent through the sewer system – this prevents wastewater from backing up through sewer pipes and escaping through floor drains or other low-lying plumbing fixtures in basements. Make sure disconnected downspouts are draining properly – at least 1.8 metres (six feet) from basement walls – and that water flows away from neighbouring properties.
- Clear overflowing eavestroughs and downspouts of leaves and other debris that prevent proper drainage.
- Install flood-protection devices and check these items routinely to ensure they are working properly.
- Plant native trees and plants to increase water absorption.
- Consider soft-surface landscaping such as increased sodded areas and porous pavement that allow rain water to soak into the ground rather than run directly into the sewer system.
- Ensure that the ground surrounding the house is graded or sloped to allow rainwater to flow away from foundation walls.
- Cover stairwells, window wells and other points of entry to the basement and ensure rainwater flows away from them.
- Check with insurance providers to determine flood coverage.

Information and application forms for both programs, as well as an action plan for dealing with a flooded basement, are available online.

toronto.ca/water/sewers/basement_flooding.htm or call 311

Plastic bags 5¢
PLASTIC BAGS END UP IN PLACES THEY DON'T BELONG.
To reduce the volume of plastic bags and encourage reusable alternatives (bags, bins, boxes), retailers are now charging a minimum of 5¢ for every plastic shopping bag as of June 1st, 2009. Visit toronto.ca/5centbag or call 416-338-2010.
TORONTO
Livegreen Toronto

Volunteers needed to make difference in lives of residents

TORONTO Long-Term Care Homes and Services is seeking new volunteer team members eager for a stimulating, challenging and rewarding experience.

Volunteer support enables long-term care residents to maintain an active, independent and as high a quality of life as possible by augmenting and complementing services provided by home care staff. Volunteer initiatives enhance the lives of residents and clients by delivering many programs such as the tuck shop, bingo, pub and one-to-one visiting, and help enhance other programs like dining assistance and escorting.

Other areas of volunteer service include arts and crafts, chapel liaison, fundraising, hairdressing, library, musical entertainment, program convenors and special events. We also welcome applications for telephone re-assurance and friendly visiting in our community programs.

We are currently recruiting to enhance volunteer involvement from mature adults and welcome inquiries from all who are seeking personal growth by:

- helping others and connecting with people
- feeling a sense of accomplishment
- participating in a variety of programs
- learning transferable skills, and
- giving back to the community.

Youth volunteers are a special part of our team. Currently, one in four of our active volunteers are under the age of 18. All volunteers are provided with orientation, training and staff support, program choices and flexibility in scheduling.

toronto.ca/ltc or call 311

Long-Term Care Homes and Services volunteers recognized at Excellence in Volunteering Awards at Toronto City Hall during National Volunteer Week – April 2009

Financial help for people in challenging times

MAYOR David Miller said, "During times of economic uncertainty, people look to their governments to ensure that those most affected by a downturn are supported."

The City of Toronto, through its services, plays an important role in making sure there is a social safety net for people in need. The City's Employment and Social Services division contributes by providing employment services, financial benefits and social supports to Toronto residents.

In these times, it is clear more people are in need of these services and supports.

> "Since talking to [my caseworker] I've felt inspired to tackle my problems... I feel that I am more in control now than before."

Eligibility for financial help through Ontario Works depends on an individual's or family's income, assets and living situation. Allowable income and asset levels are determined by family size. Owning larger assets such as vehicles and homes does not mean a person will not be eligible for benefits. The same can be said for people waiting for other income such as Employment Insurance (EI).

"We have many people coming to us for assistance while they're waiting for their EI applications to be processed," says the division's General Manager, Heather MacVicar.

"It is so important for residents to know that supports are available if they have been hit hard by these tough times."

Employment and Social Services can help with money for food, shelter, clothing and other household costs as well as for a range of medical supplies and services.

There is also help for residents who are not receiving financial assistance, which can include help finding employment as well as help with energy bills in arrears, dental services, medication, eyeglasses, medical supplies and special devices, and funeral costs.

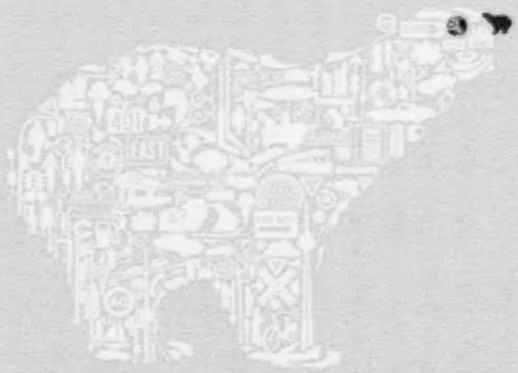
Some people have expressed relief after finding out about the available supports and applying for help. Joan, who felt desperate after not getting back to work in January also commented, "Since talking to [my caseworker] I've felt inspired to tackle my problems... I feel that I am more in control now than before."

For information about Toronto's Employment Resource Centres, see page 24.

toronto.ca/torontohelps
416-397-0330
(to apply for assistance)
416-392-2956
(for general information)

toronto.ca/socialservices

toronto ZOO
Same planet. Different world.



Toronto just got cooler.
The polar bears have made their long awaited return to the Toronto Zoo. Experience the excitement of getting face to face with these colossal creatures at their new home at the Tundra Trek Exhibit, also featuring Arctic wolves, reindeer and more. Now open and free with Zoo admission. **torontozoo.com**

CTV TORONTO STAR thestar.com 97.3 EZ Rock

To apply for financial help, call the Application Centre at 416-397-0330 or apply online at **toronto.ca/socialservices**.
The Employment and Social Services web page also includes an estimator that allows people to quickly and anonymously determine if they may qualify for financial help. All information provided is confidential.

Employment Resource Centres offer hope during times of economic uncertainty

KIM was laid off late last year and was focused on finding work again. She attended a resumé development workshop at one of the City's Employment Resource Centres (ERCs) a few weeks later.

"I was in shock that I had lost my job and essentially had to start over," says Kim.

The staff at the High Park/Parkdale ERC helped Kim recognize that she had impressive skills to include on her resumé and assured her they would be on the lookout for a suitable job for her. After several weeks of an active but fruitless job search, Kim got a phone call from an ERC staff member.

Kim said she was touched to hear from the City staff again. They remembered her and told her about a full-time posting for an administrative/events coordination position.

The staff met with Kim to help her prepare for the interview and revise her resumé. Within a few weeks they received an excited call from her stating that she had got the job.

"Not only was the service at the ERC great, but their timing was perfect. I was starting to panic that my EI benefits would run out before I would find a new job!"

JORDAN has a similar success story to tell.

When he first visited the East Toronto ERC, he was out of work and concerned that he only seemed to be able to find temporary and seasonal jobs. With a high school diploma under his belt and several years' experience working as a construction labourer, he thought it was time for a change.

"I was stuck," says Jordan. "I figured that if I could find a good training opportunity, I might be able to get out of the cycles I kept going through...and make some better wages."

"I figured that if I could find a good training opportunity, I might be able to get out of the cycles I kept going through... and make some better wages!"

The ERC staff helped Jordan research training providers and look up labour market information to see what his options were. He was highly motivated and in a short time determined that he wanted to obtain a trade certification in welding.

With help from the ERC staff, he applied for funding through the province's Second Career Strategy. He was successful and is now taking a six-month welder fitter diploma course.

Jordan is enthusiastic about the new path he is on and is confident about what the future holds for him.

Each of the City's ERCs has trained staff to help residents such as Kim and Jordan with their employment plans. Toronto residents are welcome to visit any of the ERCs located throughout the city.

416-392-2956

toronto.ca/socialservices
or call 311

Employment Resource Centres

Hours: Monday to Friday, 9 a.m. to 4 p.m. (some locations have extended hours)

East

Scarborough West, 416-392-2749
1225 Kennedy Rd.

Scarborough North/YMCA,
416-335-5490
5635 Finch Ave. E.

North

North York East, 416-392-4107
20 Lesmill Rd.

North York West, 416-397-1590
1860 Wilson Ave.

North York Central, 416-397-9551
1117 Finch Ave. W.

South

Downtown, 416-392-3430
111 Wellesley St. E., 2nd Floor

Metro Hall, 416-392-2608
55 John St. (Main Floor)

High Park/Parkdale, 416-397-7380
1900 Dundas St. W.

Central

East York/WoodGreen, 416-615-1515
1450 O'Connor Dr., Unit 33

East Toronto, 416-397-5837
1631 Queen St. E.

Central Toronto, 416-397-1788
150 Eglinton Ave. E., 9th Floor

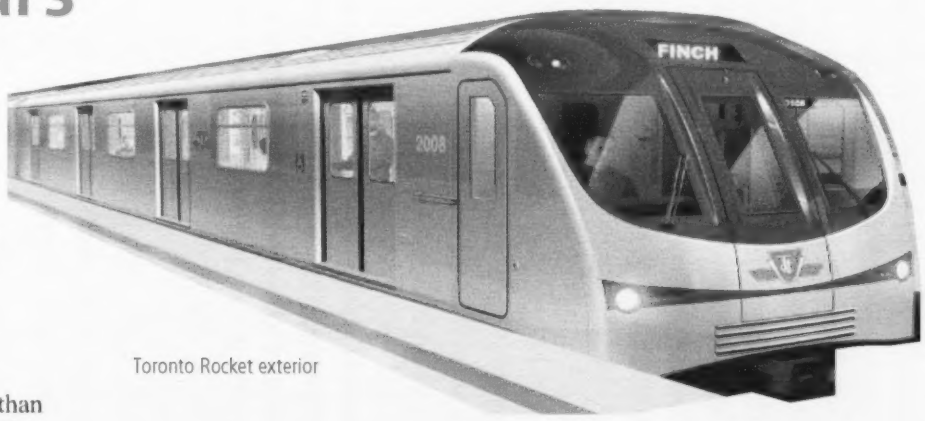
West

York Humber, 416-392-6195
605 Rogers Rd.

Etobicoke South, 416-397-9539
779 The Queensway

Etobicoke North, 416-392-6402
220 Attwell Dr.

Rocketing forward with new subway cars



Toronto Rocket exterior

THE TTC's next generation of subway trains – the Toronto Rocket – starts rolling on the Yonge-University-Spadina subway line in early 2010.

Built by Bombardier Transportation, the new subway trains will be a "six-car-fixed" configuration with open gangways that allow passengers to move freely from one end of the train to the other. The new trains will hold 10 per cent more riders than the current subway trains. The TTC is scheduled to begin extensive testing of the first train at Bombardier's facility in Kingston this fall.

Features of the new Toronto Rocket trains include:

- **Multi-purpose accessible areas** – each new car will include two accessible areas (12 per train). The space includes three individual fold-down seats.
- **Passenger alarm intercoms** – located in every doorway (six per car; 36 per train) and in every multi-purpose accessible area. The intercoms allow for voice communication with either the train operator or guard. Five-foot-wide doorways will include stanchions on either side. All stanchions will have an anti-bacterial coating and will be colour-coated to help the visually impaired.
- **Electronic information displays** – flashing subway and RT route maps announcing the next station will work in conjunction with ceiling-mounted visual displays.
- **Closed circuit cameras** (four per car; 24 per train) – strategically located to cover the interior of each car. The train operator and guard will have access to live images when the passenger alarm is activated.

Mock-up of interior of car

The TTC will retire its oldest subway cars as the new fleet comes into service. The T-1 train, the most recent subway car in the fleet, will operate on the Bloor-Danforth and Sheppard lines as the Toronto Rocket takes over much of the Yonge-University-Spadina line.

The Toronto Rocket is jointly funded by the Government of Canada, the Province of Ontario and the City of Toronto.

The Yonge-University-Spadina subway line will be expanded in 2015 to run north from Downsview Station to the Vaughan Metropolitan Centre in York Region. All TTC subway lines will have new state-of-the-art signalling systems called Automatic Train Control, which will improve safety, capacity, operating efficiencies and cost effectiveness. The new signalling systems enable trains to travel closer together and will thus allow the TTC to schedule more trains on the lines.

ttc.ca

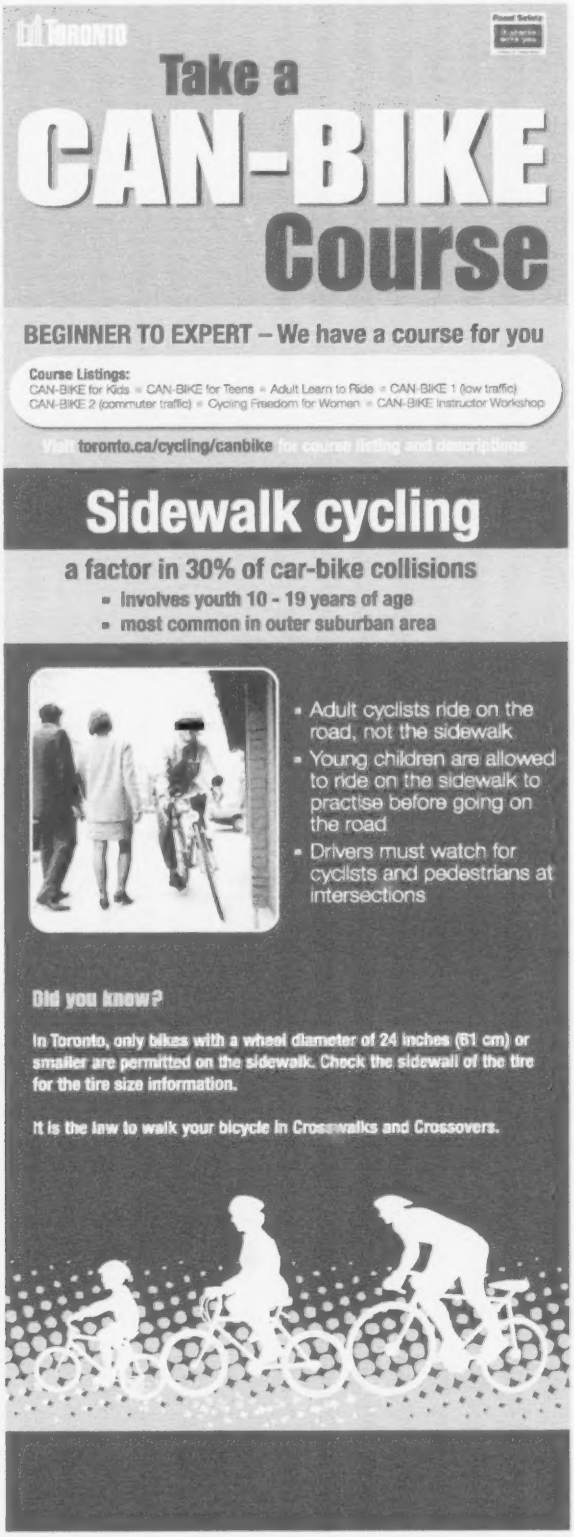
Toronto's Green Bin program largest in GTA, one of top programs in North America

THE Green Bin program is one of the most successful waste diversion programs in North America. Here are some facts about the program you may not have known.

Did you know?

- More than 90% of Toronto houses put their green bins out for regular collection.
- Toronto collects more organics per household than any other GTA municipality: approximately 200 kg per household per year.
- Apartment buildings and condominiums are being added to the program.
- In 2008, more than 94,000 tonnes of green bin organics were diverted from landfill.
- Your green bin is emptied into a truck that has two compartments at the back. Green bin organics and garbage or recycling are never mixed together.
- The City is constructing two new green bin processing facilities that will mean more of your organics are processed here in Toronto instead of being shipped elsewhere.
- The processing technology used in these facilities separates any plastic (such as from bags or diapers) from the organic waste – but we still ask that you minimize the amount of plastic that you put in your bin. For example, take the sandwich out of the lunch bag before placing it in the bin.
- The compost that comes from the green bin and yard waste programs is highly sought after by Torontonians. More than 1,900 tonnes of compost was given away at community events last year.

You wheel your organics to the curb, we make it into compost.


TORONTO
Take a
CAN-BIKE
Course
BEGINNER TO EXPERT – We have a course for you
Course Listings:
CAN-BIKE for Kids • CAN-BIKE for Teens • Adult Learn to Ride • CAN-BIKE 1 (low traffic)
CAN-BIKE 2 (commuter traffic) • Cycling Freedom for Women • CAN-BIKE Instructor Workshop
toronto.ca/cycling/canbike
Sidewalk cycling
a factor in 30% of car-bike collisions
involves youth 10 - 19 years of age
most common in outer suburban area
Adult cyclists ride on the road, not the sidewalk
Young children are allowed to ride on the sidewalk to practise before going on the road
Drivers must watch for cyclists and pedestrians at intersections
Did you know?
In Toronto, only bikes with a wheel diameter of 24 inches (61 cm) or smaller are permitted on the sidewalk. Check the sidewall of the tire for the tire size information.
It is the law to walk your bicycle in Crosswalks and Crossovers.

Provincial and federal government support Transit City

IN the last few months the provincial and federal governments have announced $8.15 billion in funding for four Transit City projects:

- **EGLINTON CROSSTOWN LRT**: From Kennedy Station to Pearson Airport. Length: 31 km. Provincial funding commitment: $4.6 billion. Construction: 2010-2016.
- **ETOBICOKE-FINCH WEST LRT:** West from Yonge Street (Finch Station) to Humber College; east from Yonge Street (Finch Station) to Don Mills Station on the Sheppard Subway. Length: 18 km. Provincial funding commitment: $1.2 billion. Construction: 2010-2013.
- **SCARBOROUGH RT:** Replacement of existing vehicles and upgrading of existing infrastructure; extension of the line to Malvern Town Centre or Markham Road. Total length: 11.6 km. Provincial funding commitment: $1.4 billion. Construction: 2010-2015.
- **SHEPPARD EAST LRT:** From Don Mills Station to Meadowvale Road. Length: 14 km. Provincial and federal funding commitment: $950 million. Construction: 2009-2013. The Sheppard East LRT will be the first line built under Toronto's Transit City plan.

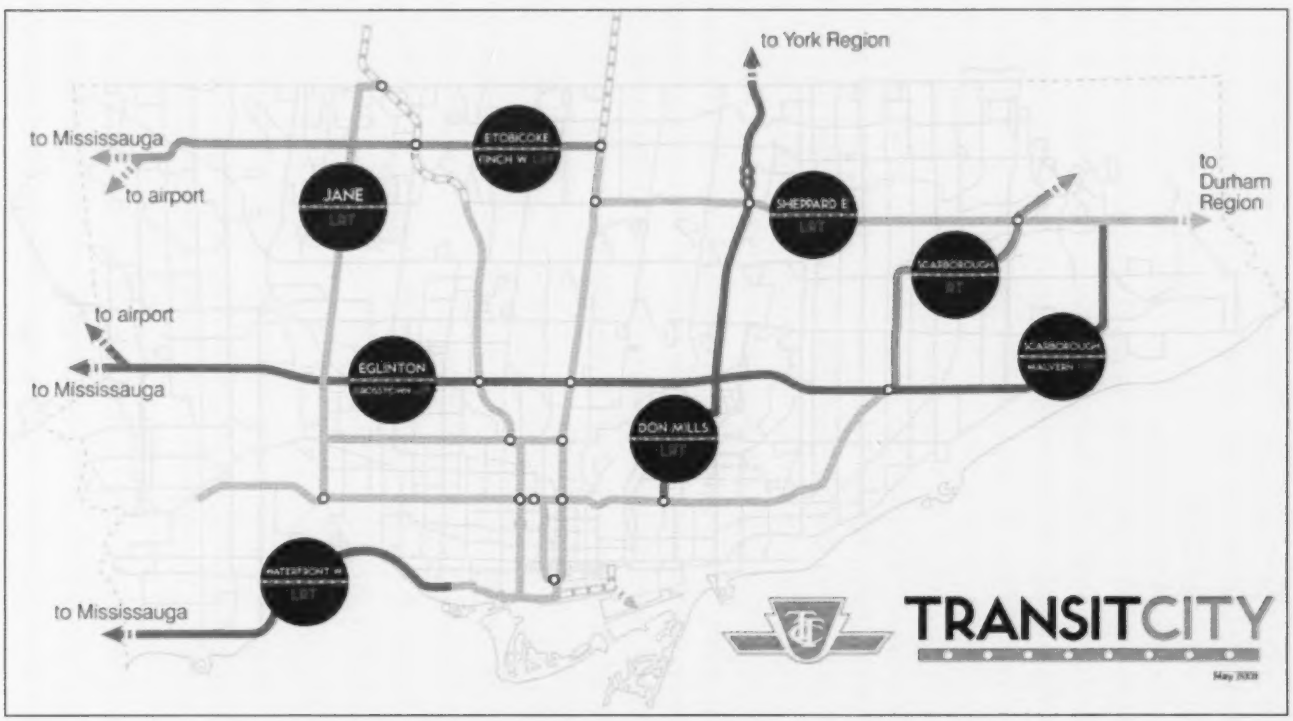
TTC preliminary planning and environmental assessments are underway on all four projects.

The TTC's *Toronto Transit City – Light Rapid Transit Plan*, unanimously endorsed by the Commission on March 21, 2007, is a 120-km network of dedicated and fully accessible streetcar rapid transit lines.

"Public transit is the lifeblood of a modern city," said Toronto Mayor Miller. "By investing more than $8 billion in Transit City light rail projects in Toronto, we are working together to stimulate the economy, create green jobs, protect the environment and bring fast, reliable transit to areas of the city that have been underserved for decades."

"Transit City is a shared vision of the City, the TTC and Metrolinx for public transit in Toronto, which the provincial government included in its MoveOntario 2020 plan," added Mayor Miller.

ttc.ca



THE GREEN BIN

ALLOW US TO REINTRODUCE YOU.

Thanks to you, Toronto's Green Bin, the first program of its size anywhere, has become one of the most successful waste diversion programs in North America.

Since 2002, when the Green Bin was first introduced to households, your enthusiastic participation has boosted the city's overall diversion rate from 27% in 2001 – the pre-Green Bin era – to 44% in 2008. Putting your food scraps and all those other compostable items we accept in the Green Bin is a major contributor to reaching 70% diversion, saving valuable landfill space.

What's more, thousands of Torontonians count on the high quality compost derived in part from the Green Bin and our leaf and yard waste collection programs.

It's okay to line either your Green Bin and indoor containers (not both) with a plastic bag to keep them cleaner and easier to transfer the contents from one to the other. Any plastic that goes into the system, including plastic from diapers, is removed and is included in our statistics as garbage, not as diversion.

By now, you probably know what goes in the Green Bin, but in case you're wondering about a few questionable items, check out the "NO" list.

What CANNOT go in

- Coffee cups and lids
- Foil, wax paper
- Cotton balls, make-up removal pads, dental floss
- Baby wipes
- Disposable mop sheets, dryer lint, dryer sheets
- Vacuum cleaner bags and contents
- Fireplace or BBQ ashes
- Hair, pet fur, dead animals, feathers
- Leather, textiles, clothing, carpets
- Cigarette butts
- Wine bottle corks
- Gum
- Wood scraps

For more information about all our waste diversion programs, visit **www.toronto.ca/recycle** and don't forget to feed your Blue Bin with all your recyclables. Thanks for reducing, reusing and recycling.

TORONTO

Livegreen Toronto